

No-Fix-No-Fee Terms & Conditions

The No-Fix-No-Fee policy means that if the engineer does not possess the necessary technical knowledge or ability to resolve the problem or affect the repair, then no charge is made to the customer: Subject to:

1. Applicable to home users who request a “No-Fix-No-Fee” visit or quote a reference number before any work has started. No-Fix-No-Fee is only for the first problem and not multiple problems and PC(s) and or laptops are not networked.
2. If the engineer is able to resolve the problem or affect the repair, but is only prevented from doing so by the customer requesting the engineer not to proceed with the work, then the customer is charged for the engineer's time spent to that point.
3. If the engineer is able to resolve the problem or affect the repair, but is only prevented from doing so because the customer does not possess the required software CD-Rom and or Product Key, then the customer is charged for the engineer's time spent to that point.
4. If the engineer provides a clear and precise diagnosis of a failed component and the customer decides not to proceed with the replacement of the component, then the customer is charged for the engineer's time spent to that point.
5. Where by fixing the computer we would, put ourselves into disrepute with the law.

The policy does not apply to:

6. Networking, router configuration, switch configuration, Internet Service Providers equipment of service for ISDN and ADSL, DSL and dialup, multiple problem issues, work related to computer Virus, Trojans, Spy ware problems or to problems in which the computer has been struck by lightning or similar power surge. Business users
- 6a. When we cannot perform the impossible such as; find obsolete component(s) or resurrect PC's (Personal Computer) and laptops that have been damaged beyond repair.
7. Subject to the Terms & Conditions - Andrew Anderson (Now dated 27/02/05 enclosed / attached)